

1. Task Screen with Login.gov Proofing selected

R23 TED GAMMA + New SSN Search SSN... Group 2 »

Home COA-1309004 x ELLA M DOWNS:8701 x

ELLA MAE DOWNS Verified Sex Female DOB 07/02/1930 Age 96 yrs FRA 07/1995 (65 yrs) > Other Critical Ages

00:46 Thank you ELLA MAE DOWNS, I have your account details now.

(I-2798010)

Add tasks

Search for action

General	Taxation of Benefits	Medicare	Online Services
Accommodations	Tax Withholding	Medicare Card	eServices Block
Address/Telephone	Replace 1099		Info Sender
Benefit Verification	Correct 1099		Login.gov Proofing
Direct Deposit			Upload Documents

External Task (A-D)	External Task (E-L)	External Task (M-Z)
ARIS	Evidence Portal	WEIA
Consolidated Claims Experience		WorkTrack

Cancel Add tasks

Language Preferences

2. IPP Account Check – Consent

R23 TED GAMMA + New SSN Search SSN... Group 2 » Author

Home COA-1309004 x ELLA M DOWNS:8701 x

ELLA MAE DOWNS Verified Sex Female DOB 07/02/1930 Age 96 yrs FRA 07/1995 (65 yrs) > Other Critical Ages SSN [REDACTED] my Social Security None Phone [REDACTED] > Mailing Addresses

09:37

Collect Information (LGP-160002)

Login.gov Proofing request initiated for: ELLA MAE DOWNS

Check Account Status

Please read the following to the customer:

"I can check to see if you have an existing Login.gov account. With your permission, I will send your email address and SSN to Login.gov, and Login.gov will let me know whether you have an existing Login.gov account that needs identity verification to allow access to my Social Security."

Do you authorize me to send your email address and SSN to Login.gov for this check?

Yes, Continue No, Close Task

3. IPP Account Check – Consent selected and required email entered to complete Account Check process

R23 TED GAMMA + New SSN Search SSN... Group 2 >> Author

Home COA-1309004 x ELLA M DOWN5:8701 x

ELLA MAE DOWN5

Verified

Sex Female
DOB 07/02/1930
Age 96 yrs
FRA 07/1995 (65 yrs)

SSN [REDACTED]
my Social Security None
Phone [REDACTED]
Mailing Addresses [REDACTED]

22:53

Verify Customer
+Add Task
Login.gov Proofing
Wrap Up

Post
Enter a note ...
Posted Notes (0)

Collect Information (LGP-160002)

Login.gov Proofing request initiated for: ELLA MAE DOWN5

Check Account Status

Please read the following to the customer:
"I can check to see if you have an existing Login.gov account. With your permission, I will send your email address and SSN to Login.gov, and Login.gov will let me know whether you have an existing Login.gov account that needs identity verification to allow access to my Social Security."

Do you authorize me to send your email address and SSN to Login.gov for this check?
Yes, Continue No, Close Task

Account Status

Enter a valid email address
TESTIPPRTR1@ssa.gov Check Account

4. IPP Account Check – "Check Account" button selected

R23 TED GAMMA + New SSN Search SSN... Group 2 >> Author

Home COA-1309004 x ELLA M DOWN5:8701 x

ELLA MAE DOWN5

Verified

Sex Female
DOB 07/02/1930
Age 96 yrs
FRA 07/1995 (65 yrs)

SSN [REDACTED]
my Social Security None
Phone [REDACTED]
Mailing Addresses [REDACTED]

21:44

Verify Customer
+Add Task
Login.gov Proofing
Wrap Up

Post
Enter a note ...
Posted Notes (0)

Collect Information (LGP-160002)

Login.gov Proofing request initiated for: ELLA MAE DOWN5

Check Account Status

Please read the following to the customer:
"I can check to see if you have an existing Login.gov account. With your permission, I will send your email address and SSN to Login.gov, and Login.gov will let me know whether you have an existing Login.gov account that needs identity verification to allow access to my Social Security."

Do you authorize me to send your email address and SSN to Login.gov for this check?
Yes, Continue No, Close Task

Account Status

Enter a valid email address
test+TESTIPPRTR1@ssa.gov

5. IPP – Account check complete and verification process to elevate from IAL1 to IAL2 initiated with consent.

ELLA MAE DOWNS

Verified

Sex: Female
DOB: 07/02/1930
Age: 96 yrs
FRA: 07/1995 (65 yrs)

SSN: [REDACTED]
my Social Security: None
Phone: [REDACTED]

Other Critical Ages

Mailing Addresses

SHOW LESS

ID Documents for Verification

Print the Login.gov Privacy Act, Privacy Policy and SSA Privacy Act Statement for the customer

Privacy Act
Privacy Policy
SSA Privacy Act

Please read the following to the customer:

"You said that you would like SSA to help you initiate a Login.gov account, which will allow you to access mySocial Security. Login.gov is not a Social Security tool or website.

Login.gov is a secure, shared, federal sign-in service. The General Services Administration-another Federal agency-owns Login.gov.

I am providing you with a copy of the Login.gov Privacy Policy, Login.gov Privacy Act Statement, and the SSA Privacy Act Statement. The Privacy Act Statements describe the use, retention, and protection of the information you provide if you choose to proceed.

Participation is voluntary, but declining to provide the requested information may prevent you from receiving the identity proofing needed to access my Social Security via Login.gov's sign-in services. If you choose to proceed, I will examine your identity document(s) and compare them to you in person and with information SSA maintains about you in Social Security records to verify your identity.

If you give your consent, I will provide Login.gov your name, SSN, date of birth, physical address, email address, phone number from Social Security records and information from your identity document(s).

If you do not want SSA to help you verify your identity through Login.gov for access to my Social Security, you may visit my Social Security online and select Login.gov, to complete the process on your own."

Do you authorize me to provide your information to Login.gov?

Yes No

Submit

6. IPP – Account check complete and verification process to elevate from IAL1 to IAL2 initiated with consent "Yes"

ELLA MAE DOWNS

Verified

Sex: Female
DOB: 07/02/1930
Age: 96 yrs
FRA: 07/1995 (65 yrs)

SSN: [REDACTED]
my Social Security: None
Phone: [REDACTED]

Other Critical Ages

Mailing Addresses

SHOW LESS

ID Documents for Verification

Print the Login.gov Privacy Act, Privacy Policy and SSA Privacy Act Statement for the customer

Privacy Act
Privacy Policy
SSA Privacy Act

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If you give your consent, I will provide Login.gov your name, SSN, date of birth, physical address, email address, phone number from Social Security records and information from your identity document(s).

If you do not want SSA to help you verify your identity through Login.gov for access to my Social Security, you may visit my Social Security online and select Login.gov, to complete the process on your own."

Do you authorize me to provide your information to Login.gov?

Yes No

Collect Documents

Proof of Identity (must be current)

State Driver's License or Identity Card

7. IPP Customer Verification - Process to elevate from IAL1 to IAL2 with required ID proofing information

The screenshot shows the IPP Customer Verification interface for ELLA MAE DOWNS. The interface includes a sidebar with navigation options: Verify Customer, Add Task, Login.gov Proofing, and Wrap Up. The main content area displays the customer's profile and the 'Collect Documents' section. The profile shows the customer is Verified, with details: Sex (Female), DOB (07/02/1930), Age (96 yrs), FRA (07/1995 (65 yrs)), SSN (redacted), my Social Security (None), and Phone (redacted). The 'Collect Documents' section includes a 'Proof of Identity (must be current)' section with fields for State/Territory, State ID Number, Issue Date, Expiration Date, First Name, Last Name, Date of Birth, and Phone Number. Below this is the 'Address on State ID' section with fields for Address Line 1, Address Line 2/URB, City, State/Territory, and ZIP Code. A checkbox asks 'Does the customer reside at this address?' with 'Yes' and 'No' options.

Customer Profile:

- Customer: ELLA MAE DOWNS
- Status: Verified
- Sex: Female
- DOB: 07/02/1930
- Age: 96 yrs
- FRA: 07/1995 (65 yrs)
- SSN: [Redacted]
- my Social Security: None
- Phone: [Redacted]

Collect Documents:

- Proof of Identity (must be current)**
 - State Driver's License or Identity Card
 - State/Territory: [Please select State/Territory]
 - State ID Number: [Please enter a State ID Number]
 - Issue Date(MM/DD/YYYY): [Please enter an issue date]
 - Expiration Date(MM/DD/YYYY): [Please enter an expiration date]
 - First Name: [Please enter a first name]
 - Last Name: [Please enter a last name]
 - Date of Birth(MM/DD/YYYY): [Please enter a date of birth]
 - Phone Number: [Please enter a phone number]
- Address on State ID**
 - Address Line 1: [Please enter an address]
 - Address Line 2/URB: [Please enter an address]
 - City: [Please enter a City]
 - State/Territory: [Please select State/Territory]
 - ZIP Code: [Please enter a ZIP Code]
- Does the customer reside at this address?
 - Yes
 - No

8. IPP Customer Verification - Process to elevate from IAL1 to IAL2 with required ID proofing information (cont'd)

The screenshot shows the IPP Customer Verification interface for ELLA MAE DOWNS, with the form fields populated. The profile details remain the same. The 'Collect Documents' section now shows the following information:

- Proof of Identity (must be current)**
 - State Driver's License or Identity Card
 - State/Territory: Alabama
 - State ID Number: ABC123
 - Issue Date(MM/DD/YYYY): 07/10/2019
 - Expiration Date(MM/DD/YYYY): 07/19/2029
 - First Name: Ella
 - Last Name: Downs
 - Date of Birth(MM/DD/YYYY): 07/02/1930
 - Phone Number: (123) 456-7890
- Address on State ID**
 - Address Line 1: [Redacted]
 - Address Line 2/URB: [Redacted]
 - City: [Redacted]
 - State/Territory: Alabama
 - ZIP Code: 12345
- Does the customer reside at this address?
 - Yes
 - No

9. IPP Customer Verification - Additional fields if Residence address is different from address on State ID.

ELLA MAE DOWNS

Verified

Sex: Female, DOB: 07/02/1930, Age: 96 yrs, FRA: 07/1995 (65 yrs)

SSN: [REDACTED], my Social Security: None, Phone: [REDACTED]

Other Critical Ages: [REDACTED]

Mailing Addresses: [REDACTED]

Address on State ID

Address Line 1: [REDACTED]

Address Line 2/URB: [REDACTED]

City: [REDACTED], State/Territory: Alabama, ZIP Code: [REDACTED]

Does the customer reside at this address?

Yes [] No [X]

Residence Address

Address Line 1: [REDACTED]

Address Line 2/URB: [REDACTED]

City: [REDACTED], State/Territory: [REDACTED], ZIP Code: [REDACTED]

10. IPP Customer Verification – Required ID proofing information submitted to elevate from IAL1 to IAL2

ELLA MAE DOWNS

Verified

Sex: Female, DOB: 07/02/1930, Age: 96 yrs, FRA: 07/1995 (65 yrs)

SSN: [REDACTED], my Social Security: None, Phone: [REDACTED]

Other Critical Ages: [REDACTED]

Mailing Addresses: [REDACTED]

Please check your inbox for the verified Login.gov account activation email. By following the prompts in that email, you will connect your existing Login.gov account to your identity verification, store your personal key, and be redirected to my Social Security to access our online services. Please complete these steps within 48-hours. If the verified Login.gov account is not activated within the set timeframe, the identity verification will expire and the process will need to be restarted.

✓ Login.gov Proofing case LGP-160002 has been created successfully. Select confirm to continue.

Login.gov Proofing (LGP-160002)

Status: Completed

Created on: Jul 15, 2026, Last update: 1m ago, Created by: [REDACTED], Last updated by: [REDACTED]

Individual: ELLA MAE DOWNS

Email Address: test+TESTIPRTR1@ssa.gov

Consent: Yes, Account Check: Yes, ID Documents: Yes

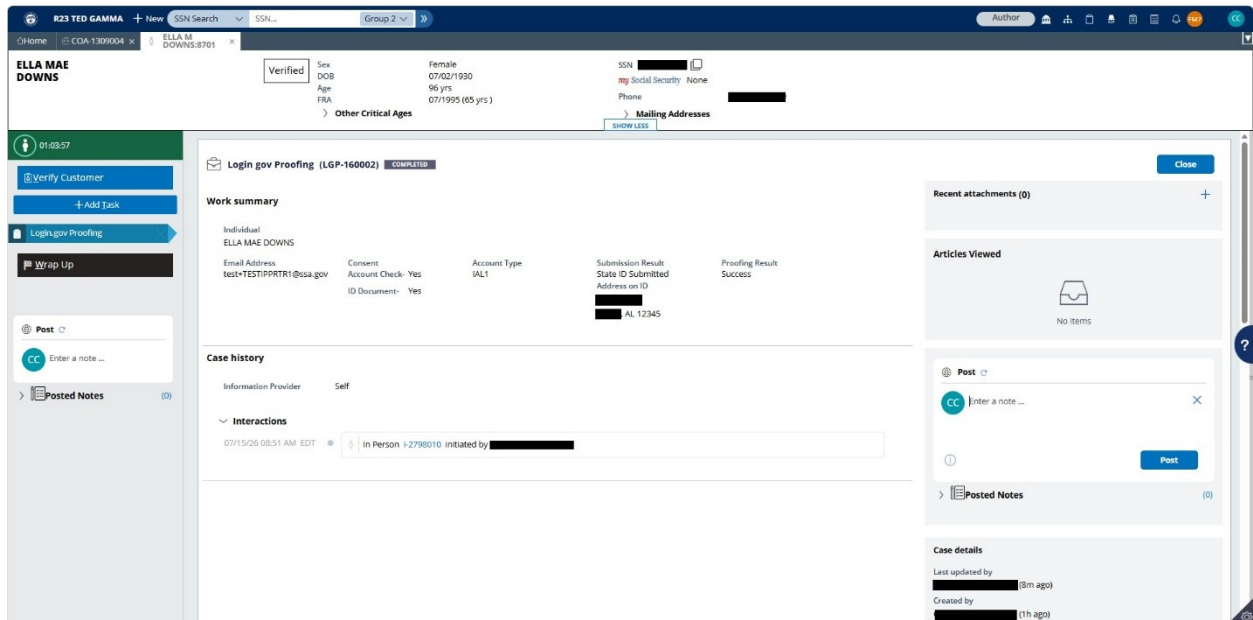
Account Type: IAL1

Submission Result: State ID Submitted, Address on ID: [REDACTED], AL 12345

Proofing Result: Success

Confirm

11. IPP Customer Verification – Required ID proofing information submitted to elevate from IAL1 to IAL2 (cont'd) – selected "Confirm"



12.IPP Customer Verification – Required ID proofing information submitted to elevate from IAL1 to IAL2 (cont'd)

